Do the app and website update in real time?

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

Yes. The Alarm.com app and GoSafer Security customer portal (powered by Alarm.com) will display updated statuses for various devices in real time (e.g., security panel arming state, access control doors, most energy and automation devices, etc.). The Alarm.com app and GoSafer Security customer portal (powered by Alarm.com) can also be manually refreshed to view updated statuses for other devices. For more information about device types and events that update in real time, see Events that will update in real-time. Note: If a system condition is still present after refreshing, it may still be active and may need to be resolved or dismissed. Contact your service provider for assistance. For help reaching your service provider, see Contact your service provider.

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2023-11-09

Procedure

> **Step-by-step guide:** Screenshots and videos are placed with the instruction they illustrate.

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> **Important**: The Alarm.com app requires a minimum version of 4.21.26 for Android and 4.21.28 for iOS to update statuses in real time.

For more information about device types and events that update in real time, see Events that will update in real-time.

Note: If a system condition is still present after refreshing, it may still be active and may need to be resolved or dismissed. Contact your service provider for assistance. For help reaching your service provider, see Contact your service provider.

Manually refresh the Alarm.com app or GoSafer Security customer portal (powered by Alarm.com)

Expand all

To manually refresh the Alarm.com app: Icn Chevron Down

Swipe down on the screen. A refreshing icon will become visible and will spin before refreshing the Alarm.com app.

To manually refresh the GoSafer Security customer portal (powered by Alarm.com): Icn Chevron Down

Click **Icn Refresh** on any page in the GoSafer Security customer portal (powered by Alarm.com).

Events that will update in real-time

The following device types and events will update in real time:

Note: To view the updated statuses for device types and events not listed below, manually refresh the Alarm.com app or GoSafer Security customer portal (powered by Alarm.com). For more information, see Manually refresh the Alarm.com app or GoSafer Security customer portal (powered by Alarm.com).

Device Type	Event	State change
Access Control	Door Locked, Door Unlocked, Door Buzzed Open	Door Locked, Door Unlocked
Garage Doors	Gate Opened, Gate Closed	Gate Opened, Gate Closed
Gates	Gate Opened, Gate Closed	Gate Opened, Gate Closed
Lights	Dimmer Change (for dimmer bulbs), Light On, Light Off	Dimmer Change (for dimmer bulbs), Light On, Light Off, Color Change (for color bulbs)
Locks	Locked, Unlocked	Locked, Unlocked

Device Type	Event	State change
Partitions	Armed Away, Armed Stay, Disarmed, Armed Night, Alarm, Police Panic	Armed Away, Armed Stay, Disarmed, Armed Night **Note**: An alarm event should generate a banner message on the GoSafer Security customer portal (powered by Alarm.com) in real time if an alarm occurs.
Remote Temperature Sensors	N/A	Ambient Temperature Value
Sensors (contact sensor, motion sensor)	Open (contact), Close (contact), Idle (Motion), Active (Motion), Opened/Closed	Open (contact), Close (contact), Idle (Motion), Active (Motion)
Shades	Closed, Opened	Closed, Opened, Shade level change (% open the shade is)
Sump Pumps	Idle, Normal Operation, Possible Issue, Pump in Malfunction, Pump Not Running	Idle, Normal Operation, Possible Issue, Pump in Malfunction, Pump Not Running
Thermostat	Mode changed to Heat, Mode changed to Cool, Mode changed to Auto, Mode changed to Off, Setpoint value changed	Mode changed to Heat, Mode changed to Cool, Mode changed to Auto, Mode changed to Off, Setpoint value changed, Fan mode changed
Water Sensor	Wet, Dry	Wet, Dry
Water Valve	Valve Open, Valve Closed	Valve Open, Valve Closed

Source and support

For GoSafer Security assistance, visit gosafersecurity.com.

Original Alarm.com reference: https://answers.alarm.com/Customer/Website_and_App/User_Management/Web_App_Users/Do_the_

app_and_website_update_in_real_time

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

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